Security And Facilitation

- PRESENTED BY:

KWADWO ABREFA SARKODIE
REGIONAL AIRPORT MANAGER
GHANA AIRPORTS COMPANY LIMITED

MAY 2015

Airport Facilitation

- Seamless flow of passengers, baggage, cargo and mail in safe and secure manner

Smooth Facilitation

- Requires a high level of **interaction** and **coordination** with **airport partners and stakeholders.**

- This should not compromise safety and security.

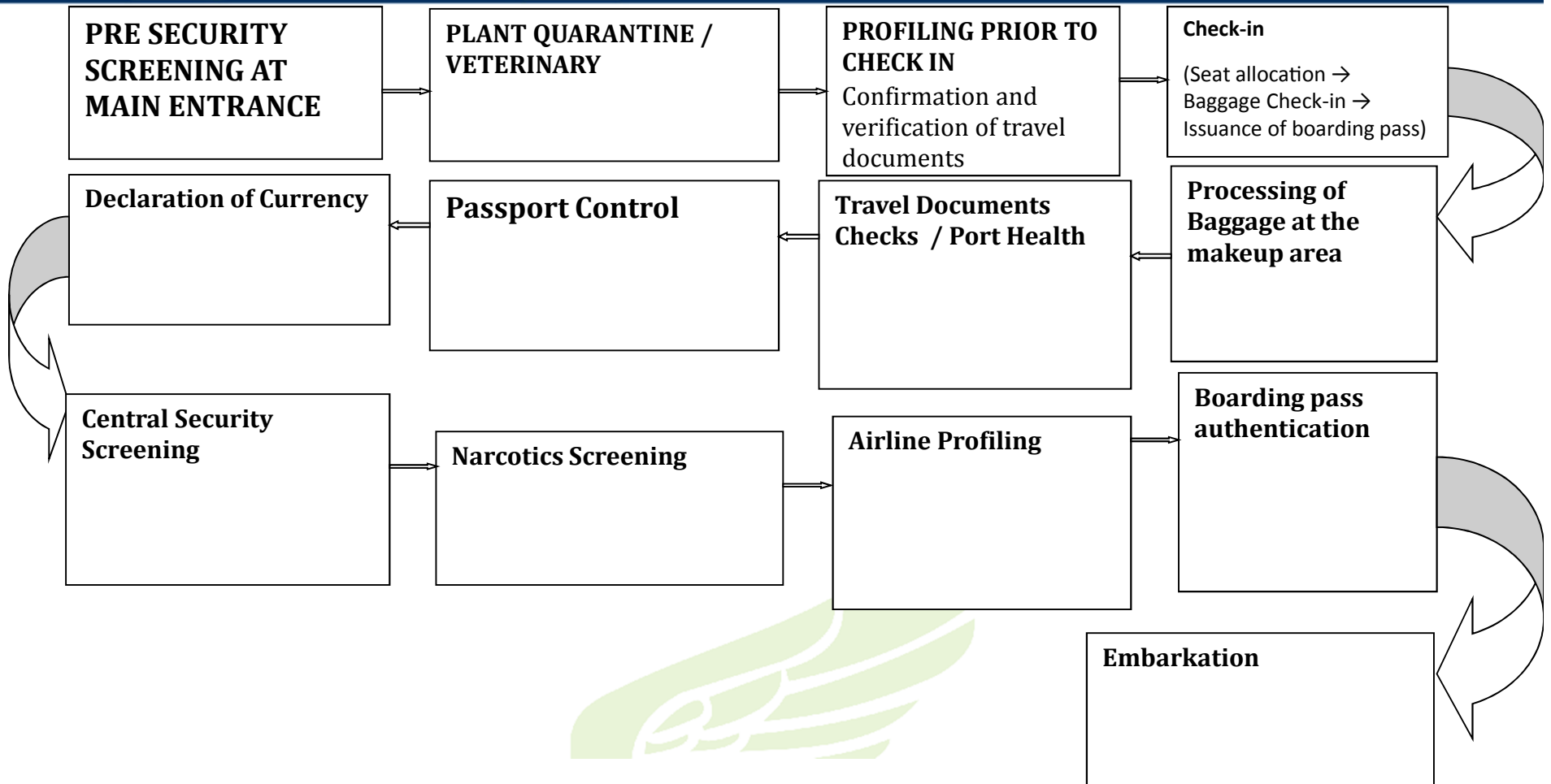# Threats to Smooth Facilitation

ghana airports
COMPANY LIMITE

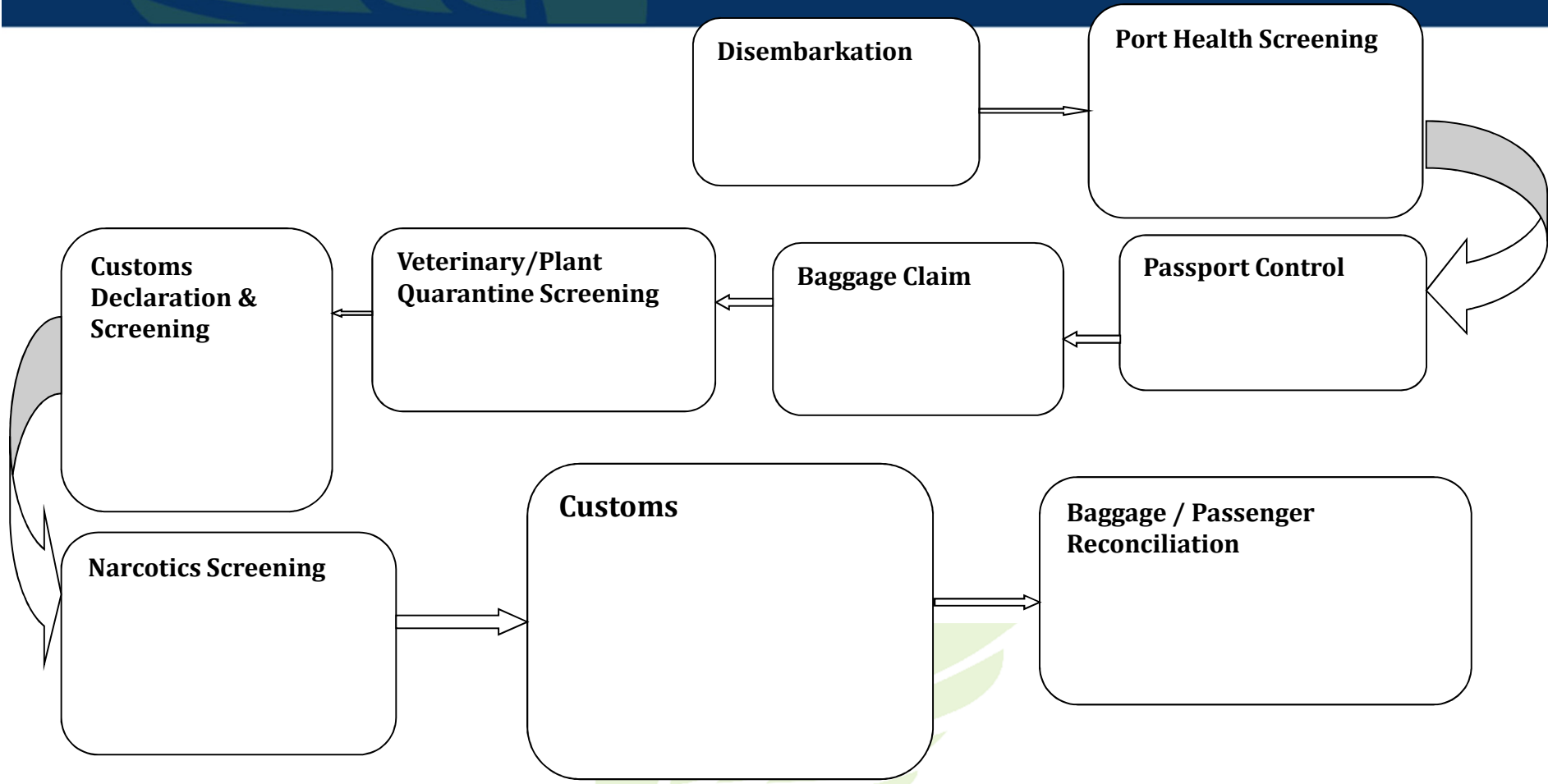- Evolving security threats - require more stringent screening .

Result:

- Dissatisfied passengers, longer queues and delays .

- Greater cost to the airport, airlines and passengers.

The KIA Experience Departure Procedures

```
┌─────────────────────┐     ┌─────────────────────┐     ┌─────────────────────┐     ┌─────────────────────┐
│ PRE SECURITY        │ ──> │ PLANT QUARANTINE /  │ ──> │ PROFILING PRIOR TO  │ ──> │ Check-in            │
│ SCREENING AT        │     │ VETERINARY          │     │ CHECK IN            │     │                     │
│ MAIN ENTRANCE       │     │                     │     │ Confirmation and    │     │ (Seat allocation →  │
│                     │     │                     │     │ verification of     │     │ Baggage Check-in →  │
│                     │     │                     │     │ travel documents    │     │ Issuance of         │
│                     │     │                     │     │                     │     │ boarding pass)      │
└─────────────────────┘     └─────────────────────┘     └─────────────────────┘     └─────────────────────┘

┌─────────────────────┐     ┌─────────────────────┐     ┌─────────────────────┐     ┌─────────────────────┐
│ Declaration of      │ <── │ Passport Control    │ <── │ Travel Documents    │ <── │ Processing of       │
│ Currency            │     │                     │     │ Checks / Port       │     │ Baggage at the      │
│                     │     │                     │     │ Health              │     │ makeup area         │
└─────────────────────┘     └─────────────────────┘     └─────────────────────┘     └─────────────────────┘

┌─────────────────────┐     ┌─────────────────────┐     ┌─────────────────────┐     ┌─────────────────────┐
│ Central Security    │ ──> │ Narcotics Screening │ ──> │ Airline Profiling   │ ──> │ Boarding pass       │
│ Screening           │     │                     │     │                     │     │ authentication      │
└─────────────────────┘     └─────────────────────┘     └─────────────────────┘     └─────────────────────┘

                                                                                    ┌─────────────────────┐
                                                                                    │ Embarkation         │
                                                                                    │                     │
                                                                                    └─────────────────────┘
```

5

ghana airports
COMPANY LIMITE

Disembarkation	**Port Health Screening**

Customs Declaration & Screening	**Veterinary/Plant Quarantine Screening**	**Baggage Claim**	**Passport Control**

Narcotics Screening	**Customs**	**Baggage / Passenger Reconciliation**

6

Finding a Balance

SECURITY ⟷ **FACILITATION**

Finding a Balance Cont.

- Automation and Mechanization of processes and procedures.

- Merging redundant activities into a single procedure.

Finding a Balance Cont. (Security)

Security	Check-in	Expand pre-departure checks by government (→During check-in, biographic data of passenger and travel itinerary are transmitted to Immigration agency and the agency respond Authority to Carry (ATC) after background checks on the passenger)
	Transfer	Develop automated transfer system to register passengers information
	Departure	Develop automated boarding system for inspection and verification of passenger's passport/biometric data (→Passenger information captured by the above equipment is transmitted to Immigration agency for the last check on traveler's departure.)

Finding a Balance Cont. (Facilitation)

Area	Procedure	Activities
Facilitation	Check-in	Develop automated equipment for determining passenger's travel document checks to access security restricted area and departure passport control simultaneously with passport information only.(e-gates for departure) (→it helps expand the use of mobile and web check-in due to obviating boarding pass checks) •Develop the above system for use by e-passport holders without any identity enrollment
	Travel Document Checks	
	Departure Passport Control	
	Arrival Processing	Develop automated immigration processing system for use by holders of e-passports without the need for prior registration
	Quarantine	Integrate quarantine functions into automated arrival processing system •Quarantine questionnaire issued only for passengers disembarking from flights originating from known epidemic zones. •Detect passengers with unusually high temperatures with heat-sensitive cameras attached to the above system
	Customs Declaration	Integrated customs functions into the above automated arrival processing system

10

Conclusion

As the security threats in the industry becomes more complicated so does the demand for better customer service by the passenger.

Without the passenger the industry has no sustainable business.

Industry must strive at all times to find balance between facilitation and security at all times